

Installing and signing into Cisco Jabber

Cisco Jabber is an all-in-one communication tool that can be used to place phone calls, send chat messages, check staff availability, send an email to a group, and share your desktop.

Cisco Jabber Requirements

- Agency needs to be set up on ITS VoIP and users configured for Softphone/Jabber
 - If you're in the ITS phone system already, you should already be configured for Jabber.
- Jabber username and password
 - For ICS domain users, use your network password. For all others, contact the ITS Service Desk for your initial password.
- Access to the Ivanti Portal Manager
 - Portal Manager is an application used to install other approved applications. If you do not have access to this, you will need a user account on your computer with administrator privileges and you can download/install jabber from this alternate location: <https://www.webex.com/downloads/jabber.html>
 - Jabber installation requires a PC with Windows 8 or later.
- State network connectivity is required for initial registration of Jabber.
 - If a wired or wireless connection to a State network is unavailable, then this can be done on a State (ITS) VPN as well.
 - If ever reinstalling or performing a reset of Jabber, this initial registration needs to happen again.
- State network or Internet access better than dial-up for normal operation (not registration).
- For users of Cisco Finesse, please submit a ticket requesting to change your desk phone to a soft phone if you are needing to use Jabber.
 - Keep in mind only one device will work with Finesse at a time. If we configure Jabber to work with Finesse, your desk phone will no longer work with Finesse.
 - Once set up, Jabber needs to be running and connected before launching Finesse.

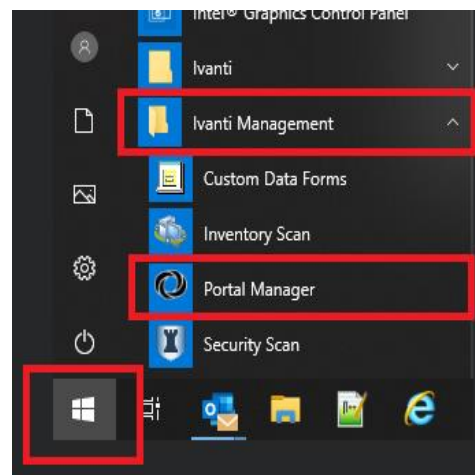
Installing Cisco Jabber when connected to the State network

Follow these steps to install Cisco Jabber using the Ivanti Portal Manager.


1. Click the **Start** button.
2. In the Start menu, click the **Ivanti Management** folder, then click the **Portal Manager** application icon.
3. Once the Ivanti Portal Manager opens, if you do not see a list applications to install, click the menu button and then click **LaunchPad**.
4. In the list of applications, locate Cisco Jabber and click **Install**.

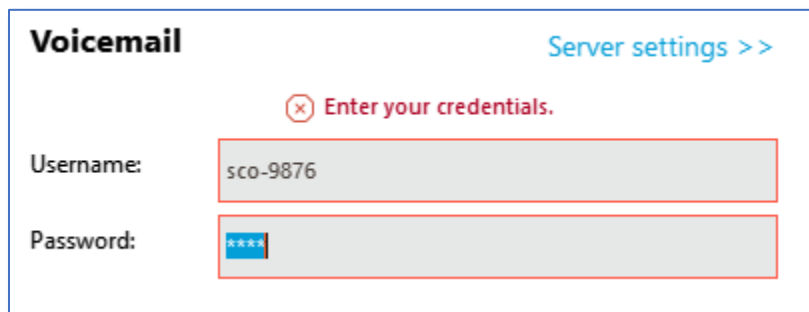
Installing Cisco Jabber when no longer connected to the State network

You must be on the State network or connected to a State VPN to install Cisco Jabber. Contact the ITS Service Desk for assistance.




Signing into Cisco Jabber

1. Open Cisco Jabber using the shortcut in the Start menu or from the desktop icon.
2. If not already in the first box, type your username.
 - For ICS domain users, use your network username. For all others, you will be assigned a username which is typically your first initial followed by your last name (such as TJONES for Tom Jones).
3. In the next box, type your password and then click **Sign In**.
 - For ICS domain users, use your network password. For all others, contact the ITS Service Desk for your initial password.
 - If prompted, accept the security certificate.
 - You may be prompted with some tips. Read and click **Next** through or click **Skip**.
4. After you sign in, click the gear icon  and then choose **Settings**.
5. On the **General** tab, select **Start Cisco Jabber when my computer starts**.
6. Click on the **Accounts** tab then type your Voicemail Username as *[agency abbreviation]-[last 4 digits of your phone number]*. For example, ITS-4020 or IIC-6029.
7. On the **Accounts** tab, type your Voicemail Password.






- If you do not know your password, contact the ITS Service Desk.
8. Click **OK** to close the Options dialog box.



Sending and receiving messages

1. Open Cisco Jabber.
2. Type a person's name in the search bar. A list of people who match what you typed displays in a drop-down.
3. With your mouse, hover over their name in the search results, and then click **Chat** .
4. Type your message, and then press **Enter**.



Group chat:

1. To add more people to the conversation, click **Menu** .
2. Click **Roster** .
3. Click  **Add People**. A pop-up titled Start Conversation opens.
4. In the Search bar, type the name of who you want to add to the conversation. A list of matching names in the directory will drop down.
5. Double-click the name of who you are searching for. Repeat as necessary for additional participants.
6. Click the button labeled **Start Group Chat**.



Screen share:

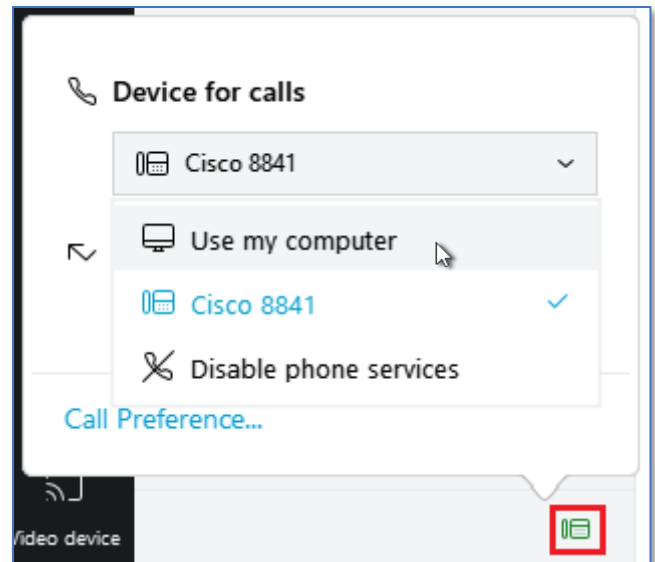
1. To share your screen within a chat, click **Menu** .
2. Click **Share screen** .

Setting Cisco Jabber to make and receive calls on my computer (soft phone)


1. Open Cisco Jabber.
2. At the bottom of the navigation pane, click the **Call Settings** icon .
3. Under Device for calls, choose **Use my computer**.
4. Note that the bottom of the navigation pane now displays a computer icon .

Note:




To use your computer to make and receive calls, you must have a compatible headset connected to your computer. To test the audio, click the gear icon  and then choose **Settings**. On the **Audio** tab, select the Speaker drop-down list and select your headset. Click **Test speaker**  to hear sample music. Select the Microphone drop-down list and select your headset.

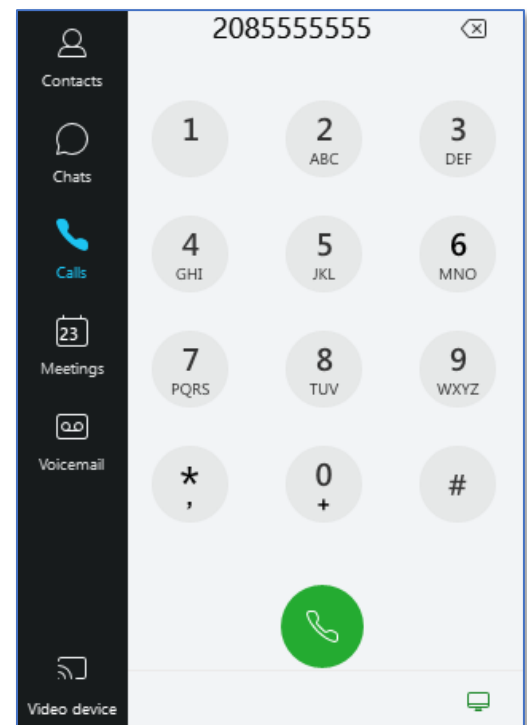


Using Cisco Jabber to make calls



1. Open Cisco Jabber.
2. Type a person's name in the search bar. A list of people who match what you typed displays in a drop-down.
3. With your mouse, hover over their name in the search results, and then click **Call** .

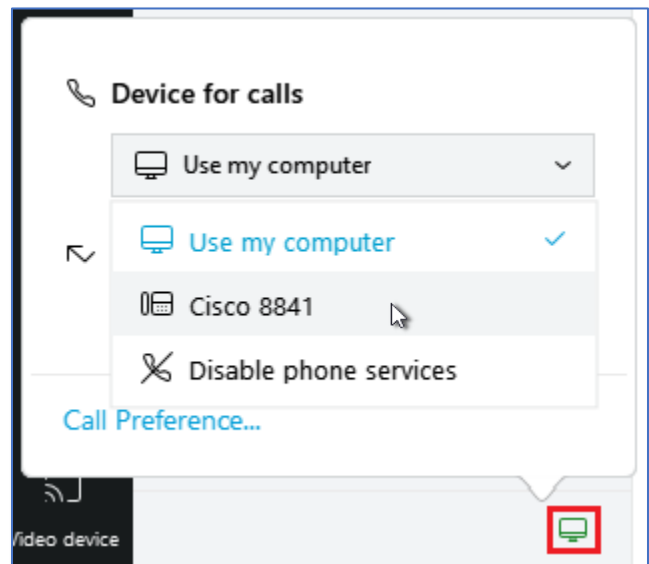
Call using the keypad:

1. Open Cisco Jabber.
2. Go to **Calls**, and select the keypad icon .
3. Use your mouse to click on the keypad to dial the number you want, and then click **Call** . You can use the **backspace**  to correct any dialing mistakes.



Setting Cisco Jabber to make and receive calls on my desk phone

1. Open Cisco Jabber.
2. At the bottom of the navigation pane, click the **Call Settings** icon .
3. Under Device for calls, choose your desk phone model.
4. Note that the bottom of the navigation pane now displays a computer icon .



Cisco Jabber Recommendations

- Use a Headset.
 - Corded to audio jacks or USB or Wireless/Bluetooth
 - A headset will provide private and clearer conversations
- Additional information regarding using Jabber can be found at the following website:
<https://help.webex.com/ld-n1uv5wg-CiscoJabber/Jabber>